



**PRE-SCHOOL**

Charity: 1164658

Meadow Drive, Horringer, Suffolk, IP29 5SB

Tel: 01284 735181 E: [manager@horringerpreschool.co.uk](mailto:manager@horringerpreschool.co.uk)

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## **PAYMENT POLICY**

- Invoices for fees are issued on a half-term basis
- These are generated by the Administrator, collated from information provided by the Lead Practitioner and Chair of the Committee
- Invoices will be sent to parents/carers electronically via email
- Invoices must be paid within 15 days of receipt
- Fees paid later than this 15 day period will incur a 10% penalty
- No refunds will be issued for sessions/lunch club not attended through the choice of the consumer
- Should the Pre-school have to close due to circumstances beyond our control e.g. severe weather, the charge for the session will still apply
- Should parents/carers choose to take their child out of preschool in term time (e.g. on a holiday) they will still occur fees for the sessions and lunch clubs their child does not attend. This is regardless of the length of prior notice given.
- If parents/carers are having difficulty paying an invoice, they should speak to the Lead Practitioner as soon as possible. The Pre-school will work with them to resolve the problem in any way they can
- If payment is outstanding and no notice has been received from the parents/carers, we will contact them firstly by telephone, then in writing and finally, a letter will be sent by Recorded Delivery
- If no payment is forthcoming within 3 months from the sending of a Recorded Delivery letter, court proceedings will be instigated
- Fees will be reviewed annually at the beginning of the academic year, market variables will be taken in to account



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- If a child is late being collected, then a fee of £5 for the first fifteen minutes will occur and a subsequent £10 for every 15 minutes thereafter.
- Parents and carers will be made aware of a Voluntary Snack Payment request at the beginning of their child's enrolment through written and verbal communication. Subsequent half termly reminders will follow with your invoice.
- One month's notice is to be given if a child's space is not required anymore and payment up until that date will be required.

## APPENDIX

### CORONAVIRUS

In the event of a temporary closure linked to the Coronavirus, Horringer Preschool will request that parents adhere to the points below. We will be guided by Public Health England and will give reasonable notice, however this may be short due to the nature of Government Guidelines and the Track and Trace Service.

A contribution from parents (the Consumer) to cover costs during a temporary interruption in service will be requested by Horringer preschool (the Trader)

- 1) A payment of 30% will be requested to contribute to unavoidable direct costs incurred whilst the provision of the service is disrupted. The period for this is one month and will be reviewed every month there on.
- 2) A 70% refund of any prepayments will be given
- 3) Opportunities will be available to discuss the payment terms in this appendix with our administrator or manager [admin@horringerpreschool.co.uk](mailto:admin@horringerpreschool.co.uk) or [manager@horringerpreschool.co.uk](mailto:manager@horringerpreschool.co.uk)